HRH NEXT SERVICES LIMITED
CIN: L72200TG2007PLC052582
Reg. Off: G.J. House, 2nd Floor, 4-1-976,
Abid Road, Hyderabad-500001, Telangana
Cont. No: (040) 2475 4338, (040) 2475 4339
Email-Id: info@hrhnext.com
Website: www.hrhnext.com

Date: November 27, 2026

To,
National Stock Exchange of India Limited
"Exchange Plaza", C-1, Block G,
Bandra-Kurla Complex,
Bandra (East), Mumbai – 400 051

Dear Sir/Madam,

Ref: NSE SYMBOL: HRHNEXT

Sub: Investor presentation on the Un-Audited Financial Results of the Company for the Half-year ended September 30, 2026 (H1 FY 2026-27).

Pursuant to the provisions of Regulation 30 of the Securities and Exchange Board of India (Listing Obligations and Disclosure Requirements) Regulations, 2015, please find enclosed herewith the Investor Presentation on the Un-Audited Financial Results of the Company for the half-year ended September 30, 2026 (H1 FY 2026-27).

The aforesaid presentation is also available on the Company's website at https://hrhnext.com/investors/investor-meet/

Please take the same on your record.

Thanking you,

Yours faithfully

For HRH NEXT SERVICES LIMITED

ANKIT SANJAY SHAH

Digitally signed by ANKIT SANJAY SHAH
DN: c=IN, postalCode=500075, st=TELANGANA, street=VILLA NO 35 PROJECT ZRESTA ,SURVEY NO 84 ,K.V. RANGAREDDY,KOKAPET ,500075, l=K.V. RANGAREDDY, o=Personal, serialNumber=3cd69f76d206a04a7af28c859de7b13f71a937d0c7628ddd43927fe083598 54, pseudonym=77098d965ff94f8799ef6363add f5827f, 2.5.4.20=904e51b453bc23c70ff49290b3de5f dcb0d92e0b349dfb4987cabe34c93f6647, email=ANKIT@HRHNEXT.COM, cn=ANKIT SANJAY SHAH
Date: 2026.11.27 12:49:45 +05'30'

ANKIT SANJAY SHAH
MANAGING DIRECTOR
DIN: 00218044


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These risks and uncertainties include, but are not limited to, the performance of the Indian economy and of the economies of various international markets, the performance of the industry in India and world-wide, competition, the company's ability to successfully implement its strategy, the Company's future levels of growth and expansion, technological implementation, changes and advancements, changes in revenue, income or cash flows, the Company's market preferences and its exposure to market risks, as well as other risks. The Company's actual results, levels of activity, performance or achievements could differ materially and adversely from results expressed in or implied by this Presentation. The Company assumes no obligation to update any forward-looking information contained in this Presentation. Any forward-looking statements and projections made by third parties included in this Presentation are not adopted by the Company and the Company is not responsible for such third-party statements and projections.

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H1 FY27 HIGHLIGHTS



ANKIT SHAH

Managing Director

"H1 FY27 has been a productive half for HRH Next. We delivered healthy operating margins and, just as importantly, kept building the business for the long term. We added five new clients during the half, from lending and fintech to e-commerce, and each of these wins shows that our model works for a wide range of businesses.

We are steadily moving from a traditional BPM provider to an AI-first customer experience platform. Our proprietary AI platform, AINA, brings automation and analytics into the work our trained teams do every day. We believe that balance of technology and human connection is what sets us apart, especially when we engage with customers in their own regional languages.

We are also taking our delivery footprint into new cities, which will add to our capacity and bring us closer to clients in new markets. With new clients coming on board, a growing presence and stronger technology, we are confident about the quarters ahead."

In ₹ Lakhs

Revenues	3,013.47	3,223.65
Other Income	9.74	2.37
Total Income	**3,023.21**	**3,226.02**
Employee costs	1,589.77	1,887.47
Other expenses	805.36	755.01
Total Expenditure	2,395.13	2,642.48
EBITDA	**628.08**	**583.54**
Finance Costs	103.67	93.24
Depreciation	225.82	203.13
PBT	**298.58**	**287.17**
Tax	97.39	78.78
PAT	**201.19**	**208.39**

HRH Next Services Limited signed five client agreements during H1 FY27 across contact centre operations, customer validation and digital legal notice delivery.

Heritage Finlease Limited

Agreement signed: 7 May 2026 | Term: 1 year
Outbound validation services, including welcome calls, tele-verification, EMI reminders and collection calls.

Chai Shots Private Limited

Agreement signed: 2 June 2026 | Term: 2 years
Outbound call centre services for prospective customers.

Traumbuild AndesInfra Solutions Private Limited

Agreement signed: 25 August 2026 | Term: 1 year
Outbound contact centre operations, including lead-based calls, customer enquiries and product information.

mPokket Financial Services Private Limited

Agreement signed: 5 August 2026 | Term: 1 year
Digital delivery of legal notices through secure short links and channels including SMS.

Win the Buy Box Private Limited

Agreement signed: 25 August 2026 | Term: 1 year
Inbound and outbound contact centre operations, including end-to-end customer support.

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COMPANY & BUSINESS OVERVIEW

HRH Next Services Limited is an AI-enabled Customer Experience (CX) and Business Process Management (BPM) company delivering omnichannel customer engagement solutions across voice, chat, email, social media, and digital platforms. Leveraging human expertise, automation, analytics, and its proprietary AI platform AINA, the company helps enterprises enhance customer experience, improve operational efficiency, and scale customer interactions across diverse industries.

Industry
AI-enabled Customer Experience (CX) & BPM

Headquarters
Hyderabad, Telangana

Employees
2,600+

Established
2007 (Legacy since 1938)

Delivery Centres
8 Locations

AI Platform
AINA (Artificial Intelligence for the New Age)



A Legacy of Innovation & Growth

1938
Legacy Begins
Founded as **Hyderabad Radio House (HRH)**, establishing a strong entrepreneurial foundation.

1956
Business Expansion
Expanded into **LPG distribution**, demonstrating the Group's ability to diversify into high-growth sectors.

2007
HRH Next Established
Launched HRH Next to provide customer engagement and contact center solutions.

2019
Operational Expansion
Established Coimbatore delivery center, strengthening delivery capabilities.

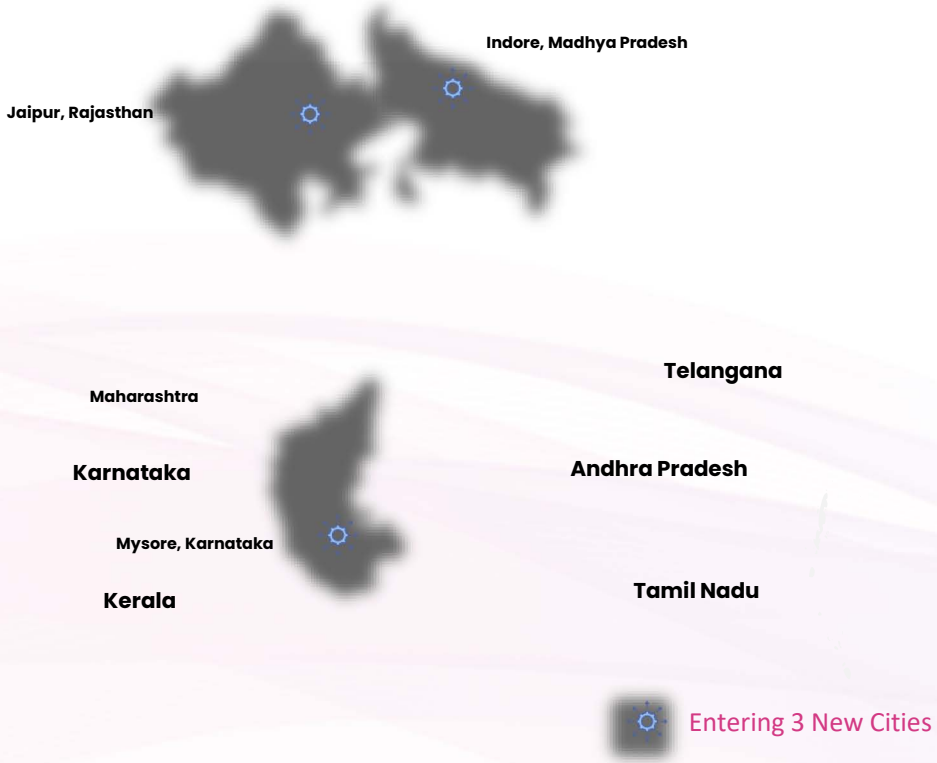
2021–2023
Regional Scale-Up
Expanded operations across Bengaluru, Warangal, and Nizamabad, enhancing talent access and service capacity.

2024
Public Listing & Growth
Listed on the NSE and expanded with new delivery centers in Tumkur and Palakkad.

2025
AI Transformation
Launched AINA (Artificial Intelligence for New Age) to deliver AI-enabled customer engagement solutions.

2026
Future Ready
Focused on building an AI-first, technology-driven customer experience platform with scalable growth.

2,375 Associates | **315** Support Team Members | **8** Operational Delivery Centers



1	Hyderabad - 2	1,021 Associates	161 Support Team
2	Coimbatore	650 Associates	71 Support Team
3	Tumkur	224 Associates	21 Support Team
4	Palakkad	160 Associates	22 Support Team
5	Bangalore	150 Associates	25 Support Team
6	Warangal	120 Associates	12 Support Team
7	Nizamabad	50 Associates	3 Support Team

Operational Scale

- **46.54 Million** calls handled in **2026 (YTD)**
- **30.63 Million** calls handled in **2024**
- **Tamil Nadu operations contributed 6.56 Million calls in 2026**

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Management Overview





MANAGEMENT OVERVIEW



ANKIT SHAH

Co-founder of HRH Next and the driving force behind its growth into a leading AI-enabled customer engagement company. Leads corporate strategy, business development, operational excellence, and long-term value creation.



RAHUL SHAH

Head —Strategy & Operations

10 Yrs of Experience



GANGADHAR SHERLA



Y. PRIYA MADHURI



SUPRIYA KSHIRSAGAR



AAKASH TIWARI



NAROTHAM REDDY
Head—IT
19 Yrs of Experience



BADRI NAGENDER
Head — Facilities
25 Yrs of Experience



ARVIND KUMAR

Serving leading enterprises across high-growth sectors through technology-enabled customer engagement solutions.

Telecom
Customer support • Sales • Retention

Government
Citizen Services • Public Helplines

Hospitality
Reservations • Customer Care

BFSI
Customer Service • Collections • Verification

Technology
Product Support • Technical Helpdesk

Healthcare
Patient Support • Appointment Management

Education
Admissions • Student Support

Food & QSR
Order Support • Customer Experience

E-Commerce
Order Management • Seller Support

FinTech
Customer Onboarding • Risk Support





CLIENTS

Customer Engagement Needs

AI (AINA)

Contact Center Solutions

Omnichannel Engagement

Analytics & Insights

Automation & Workflow



Enhanced Customer Experience + Operational Efficiency

Recurring Revenue • Long-Term Contracts • High Client Retention


SWIGGY
SWIGGY instamart
SWIGGY genie
CARS24
VI
Mehai
dhanuka
iServeU
Made in W
IRCTC
mPokket
Heritage FINLEASE
CHAI SHOTS
NOBERO
aha
BITS Pilani
Dubai Campus
VIJETHA
URBANO
LVPEI
LV Prasad Eye Institute
Kurl-on
Gleneagles Hospitals
INDIFRAME
SOLARA


Ubona
OFFICE 24BY7
EnterPi
ZOHO
GENESYS
AMEYO
leadsquared
pradhi
nugget.ai
LearnRush
Learn, Engage and Collaborate
datapivots
REVERIE
DoubleTick
anthropod
AaikyaAi
CIPHUS
Arrowhead

Comprehensive Service Portfolio Across the Customer Lifecycle



Contact Centre Services
Inbound and outbound customer support across voice channels.

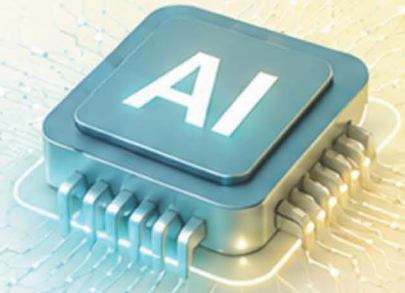
Digital BPO & Backend Support
Digitally enabled back-office operations to improve efficiency.

Advisory & Consulting
Strategic consulting to optimize customer engagement and outsourcing operations.

Omnichannel Engagement
Voice, chat, email, social media and digital engagement.

Premium Vernacular Services
Multilingual customer support across regional Indian languages.

Document & KYC Services
Secure document verification and customer onboarding support.







One Integrated Platform | AI + Human Expertise | Omnichannel Delivery | Multilingual Customer Engagement

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Transforming Customer Engagement Through AI, Automation & Human Expertise

AINA (**Artificial Intelligence for the New Age**) is HRH Next's proprietary AI platform, designed to enhance customer engagement through intelligent automation, multilingual communication, and real-time analytics. By combining AI with human expertise, AINA enables enterprises to deliver faster, smarter, and more personalized customer experiences while improving operational efficiency.



Real-Time Agent Assistance	Enhances executive performance and first-contact resolution
Voicebots & Chatbots	Delivers 24×7 multilingual customer support
Automated Call Audits	Improves quality monitoring and compliance
Workflow Automation	Automates legal notifications with precision and reliability
Automated Legal WhatsApp	Simplifies customer journeys and improves process efficiency
Operational Analytics	Drives customer retention, satisfaction and revenue insights
AI Learning Systems	Enables scalable sentiment, tone and skill assessment
Vernacular Communication	Personalizes employee training and capability development
AI HR Video Interviews	Enables personalized engagement across Indian languages



Overview



100% Call Audits for complete quality monitoring

Sentiment & Behaviour Analysis to identify customer emotions

Upsell & Opportunity Detection from customer conversations

Payment Commitment Tracking

Churn Risk Identification

Cohort Analysis across customer segments

Behavioral Pattern Mining across customers, agents and partners

Models are a commodity — they get cheaper every quarter. Proprietary data is not.

Vernacular conversational data

50M+ new conversations a year
10 industries · **11+** languages

No lab can generate it.
No one can buy it.

	WHAT ANYONE CAN BUY	WHAT ONLY HRH NEXT HAS
	AI models Licensed by everyone, cheaper every quarter	**Proprietary call archive** 20 years deep — grows with every call
	Lab & synthetic speech Clean, scripted, standard accents	**Real Indian conversations** Code-mixed, accented, emotional, unscripted
	Generic models Trained on generic data, not Indian speech	**Our own annotation model** Training data for higher-accuracy voice AI

Data Annotation Model
Foundation for Agentic Voice AI

A foundational model that turns the data archive into a structured training set for higher-accuracy Agentic Voice AI.

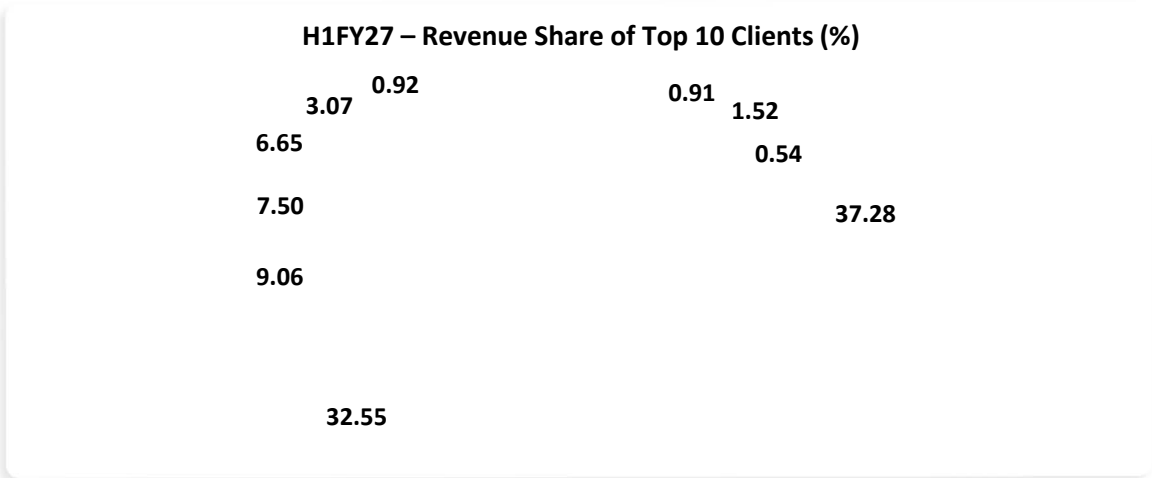
Voice Intelligence
What was meant, not just said

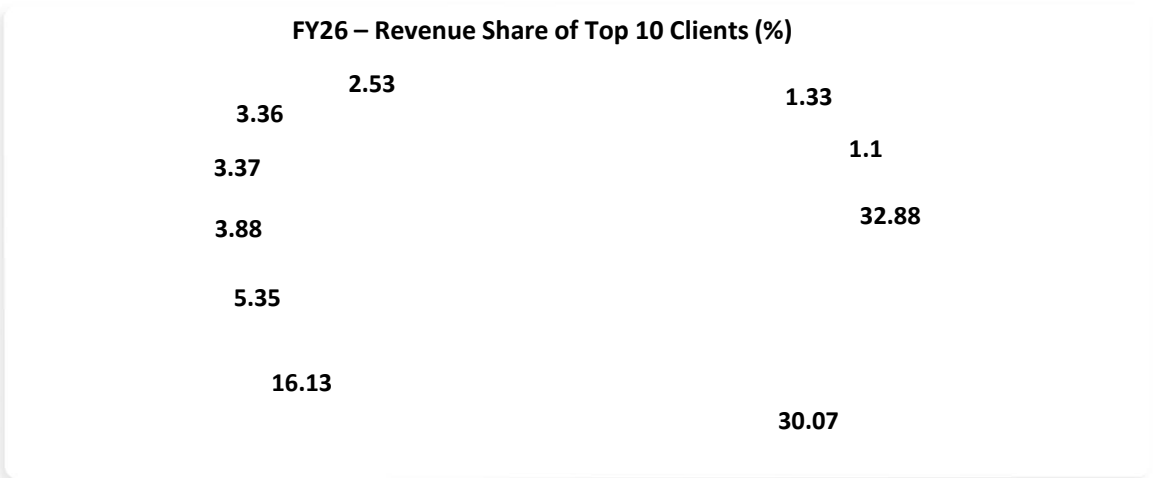
A customer can say “YES” while the voice says “NO”. AINA reads tone, pace and hesitation to understand intent — on every call.

20 years
Marquee client relationships

Embedded with leaders in food delivery, telecom, travel, auto-commerce and digital lending — new AI ships into a live programme on day one.

THE DATA FLYWHEEL → **More conversations** → **Richer data** → **Sharper AINA** → **Deeper client lock-in**





TOP 10 Clients with Revenue

Name of the Client	H1FY27
Mpokket Financial Services Private Limited	**10,96,56,304**
Bundl Technologies Pvt Ltd	**9,57,54,380**
Cars24 Services Pvt Ltd	**2,66,61,895**
Mehai Technology Limited	**2,20,59,088**
Ubona Technologies Pvt Ltd	**1,95,57,013**
Fee For Services - Idea (Vodafone Idea Ltd)	**90,35,748**
Arha Media &Broadcasting Pvt Ltd	**44,71,735**
Accelane Private Limited	**27,04,808**
Pratyaya E Commerce Private Limited	**26,63,766**
Iserveu Technology Private Limited	**15,92,735**
	29,41,57,472

TOP 10 Clients with Revenue

Name of the Client	FY26
Mehai Technology Limited	**21,63,20,780**
Bundl Technologies Pvt Ltd	**19,77,96,980**
Mpokket Financial Services Private Limited	**10,61,04,637**
Ubona Technologies Pvt Ltd	**3,51,79,774**
Fashnear Technologies Private Limited	**2,55,47,455**
Fee For Services - Idea (Vodafone Idea Ltd)	**2,21,78,266**
Cars24 Services Pvt Ltd	**2,20,76,819**
Accelane Private Limited	**1,66,51,774**
Arha Media &Broadcasting Pvt Ltd	**87,50,890**
Birla Instite Of Technologies Science (Hyderabad Campus)	**72,28,677**
	65,78,36,052

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INVESTMENT RATIONAL

AI-Led Transformation

Transitioning from a traditional BPM company to an AI-enabled customer experience platform through its proprietary AI platform, **AINA**.

Large & Growing Market Opportunity

Well-positioned to benefit from increasing enterprise adoption of AI, automation, digital transformation, and outsourced customer experience services.

Recurring Revenue & Cross-Selling

Long-term client relationships provide predictable revenue, while AI, analytics, automation, and digital solutions create significant cross-selling opportunities.

04 Scalable & Profitable Business Model

Established delivery infrastructure, skilled workforce, and AI-driven automation support scalable growth with improving operating leverage and margin expansion.

05 Multiple Growth Drivers & Strong Execution

Experienced leadership driving growth through new client acquisitions, deeper engagement with existing customers, geographic expansion, and increased monetization of AINA.

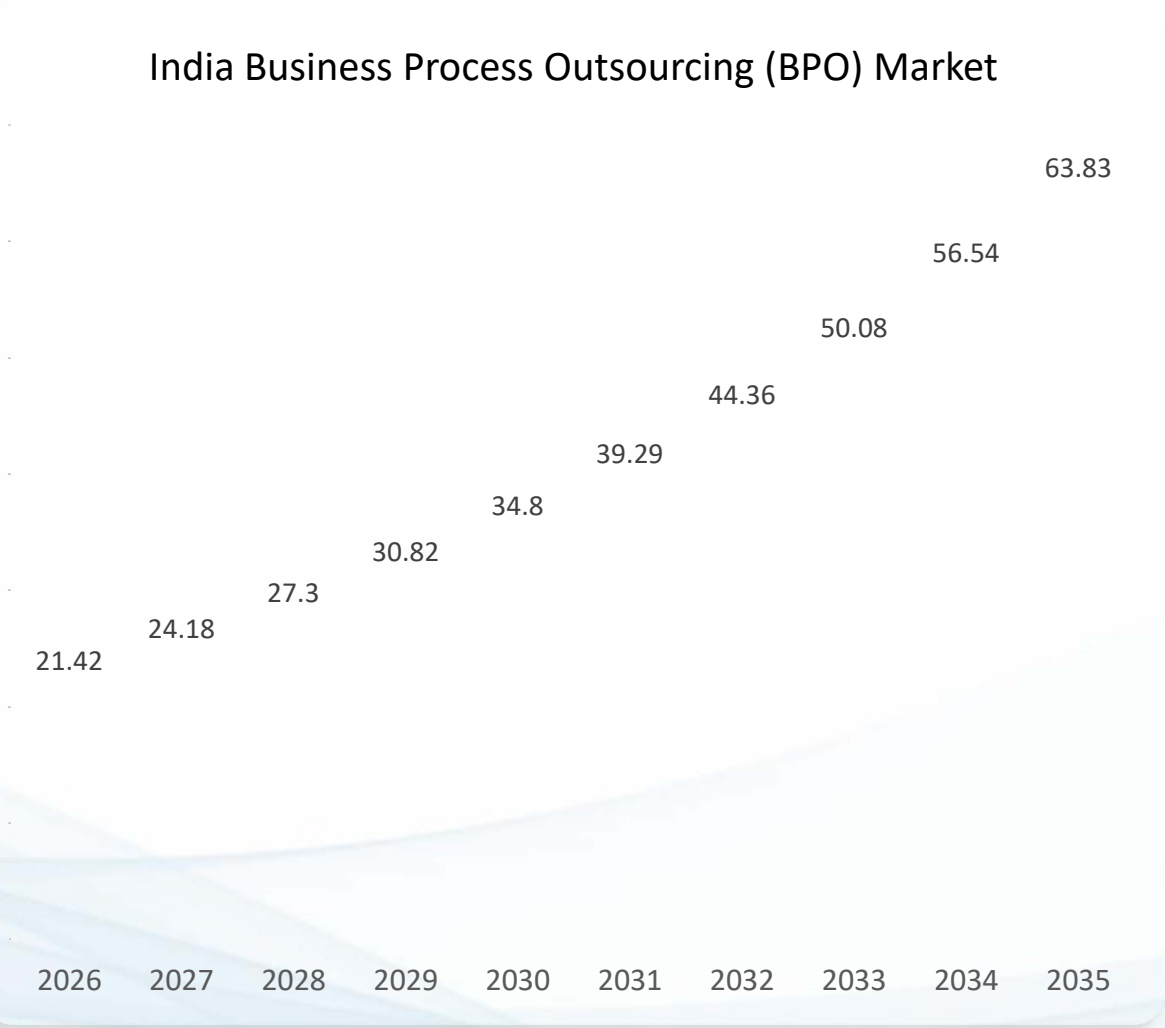
Market Size (2025)
USD 18.97 Bn

Projected Market Size (2035)
USD 63.83 Bn

Expected CAGR (2026–2035)
~12.9%

- Rapid digital transformation across enterprises
- Rising adoption of AI, automation and cloud-based solutions
- Growing focus on cost optimization through outsourcing
- Expansion of delivery capabilities into Tier II & Tier III cities
- Strong government support through Digital India and liberalized OSP guidelines
- India's position as a leading global outsourcing destination continues to strengthen

Value in USD Billion



Source
Expert Market Research – India Business Process Outsourcing (BPO) Market Report & Forecast (2026–2035)

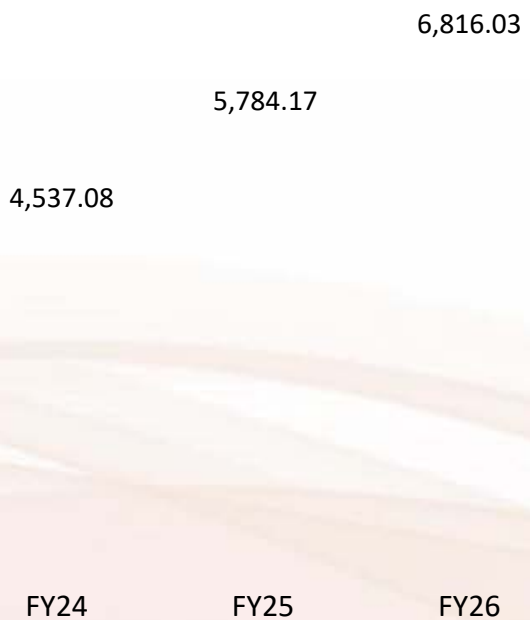
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FINANCIAL OVERVIEW

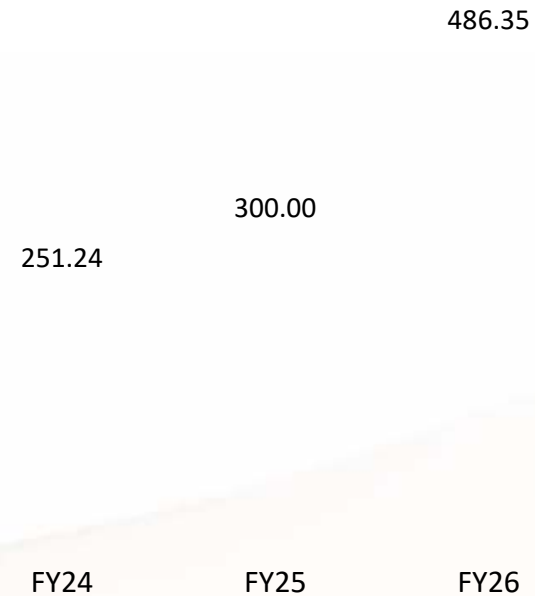
Revenue



EBITDA



PAT



All Amounts in ₹ Lakhs

In ₹ Lakhs

Revenues	3,013.47	6,816.03	5784.17	4,537.08
Other Income	9.74	12.36	76.31	39.84
Total Income	**3,023.21**	**6,828.39**	**5,860.47**	**4,576.90**
Employee costs	1,589.77	3,880.50	3,395.91	2,602.06
Other expenses	805.36	1,682.34	1,546.21	1,284.01
Total Expenditure	2,395.13	5,562.84	4,942.12	3,886.07
EBITDA	**628.08**	**1,265.55**	**918.35**	**690.85**
Finance Costs	103.67	198.30	193.90	156.10
Depreciation	225.82	432.28	326.44	252.96
PBT Before Exceptional Items	**298.58**	**634.96**	**398.02**	**281.79**
Exceptional Items	-	**634.96**	**398.02**	**281.79**
PBT	**298.58**	**634.96**	**398.02**	**281.79**
Tax	97.39	148.61	84.03	30.55
PAT	**201.19**	**486.35**	**314.00**	**251.24**

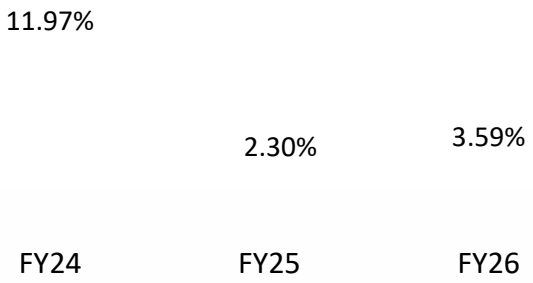
In ₹ Lakhs

Equity	1,320.44	1,320.44	920.54
Reserves	2,823.43	2,337.08	1,177.80
Net Worth	**4,143.87**	**3,657.52**	**2,098.34**
Non Current Liabilities			
Long Term Borrowings	464.68	305.50	364.64
Long Term Provisions	56.01	53.46	39.48
Total Non Current Liabilities	**646.96**	**466.60**	**445.68**
Current Liabilities			
Short Term Borrowings	1,301.75	645.70	651.15
Trade Payables	3,245.99	407.83	
Short Term Provisions	3.12	60.34	30.55
Other Current Liabilities	427.70	217.28	132.41
Total Current Liabilities	**4,978.55**	**1,331.14**	**1,169.26**
Total Liabilities	**9,769.39**	**5,455.27**	**3,713.28**

Non Current Assets			
Fixed Assets	4,672.99	2,020.04	1,463.79
Non Current Investments	15.00	15.00	15.00
Long term Loans and Advances	-	-	23.87
Total Non Current Assets	**4,687.99**	**2,035.04**	**1,502.66**
Current Assets			
Inventories			
Trade receivables	1,759.38	1,200.82	1,242.02
Cash & Bank Balance	300.70	59.03	17.36
Short Term Loans & Advances	1,389.67	583.11	110.51
Other Current Assets	1,631.65	1,577.27	840.73
Total Current Assets	**5,081.40**	**3,420.23**	**2,210.62**
Total Assets	**9,769.39**	**5,455.27**	**3,713.28**

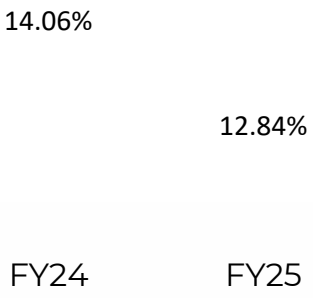
ROE

In %



ROCE

In %



Debt to Equity

In Times



Current Ratio

In Times



Earnings Per Share

In ₹



	As on 26/11/2026
Share Price (₹)	22.00
Market Capitalization (₹ Cr)	29.05
No. of Shares	1,32,04,438
Face Value (₹)	10.00
52 week High-Low (₹)	35.50 – 20.55

As on 30/09/2026

Shareholding Pattern



Promoter & Promoter Group

Public

THANK YOU

Contact us:

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Telangana, India

Email: info@hrhnext.com
Website: www.hrhnext.com

IR & PR Partner

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400703, Maharashtra, India.

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